

# PEL 131 Tutorial Work book



COMMUNICATION SKILLS-II

# Unit-I

## ETYMOLOGY EXERCISE

### Exercise A

primary, primate, procession, proceed, profit. provoke, recite, recline,  
reiterate, retrospect. seclude, secure, subscribe, suffocate, suggest.  
supervise, translucent, transparent, unanimous, unity

Use the word box at the beginning of the lesson to fill in the blanks below:

1. Every four years, New Hampshire hosts the nation's first presidential....., but prospective candidates start visiting the state a year earlier to see if they can drum up support.
2. When Suzy the chimp escaped the zoo, it took the animal control officer weeks to locate the resourceful ....., who slept in trees and scavenged from garbage cans.
3. After the plane landed, the airline steward announced that we should..... to the baggage claim.
4. Oftentimes during a funeral, a black hearse will lead a .....of cars, which by law no vehicle other than an emergency vehicle may interrupt.
5. All during school. Mike \_\_\_\_ Susan by grabbing her ponytail and yanking it
6. Since its founding, the company has increased its..... by 10% annually.
7. To qualify for the summer trip around the country, each student had to memorize and\_\_\_\_\_ the Gettysburg Address.
8. After the Red Sox committed three errors in the ninth inning to lose the game, the manager\_\_\_\_\_ the importance of defense.
9. In \_\_\_\_\_, we might have been able to move in earlier, if we had not taken our vacation before I transferred to the new job.
10. Chairs that\_\_\_\_\_ are far more comfortable than ones that do not.

11. Betsey sought out a bench in a \_\_\_\_\_ spot where she could be alone with her thoughts.
12. The Secret Service tried to find a \_\_\_\_\_ location for the president on Martha's Vineyard, in case of a terrorist attack during his summer vacation.
13. Peter \_\_\_\_\_ the project, while Amanda and Mike implemented it.
14. Members of the acting class \_\_\_\_\_ numerous possibilities for the school musical before agreeing on Oklahoma!
15. She felt as if she would \_\_\_\_\_ if she didn't escape from the vile fumes quickly as possible.
16. I read the same newspaper all of the time, but I \_\_\_\_\_ to a different magazine each year.
17. The outcome was \_\_\_\_\_; the entire class voted to go on a whale watch at the end of the year.
18. The new \_\_\_\_\_ curtains made the room appear lighter and brighter.
19. Our team's \_\_\_\_\_ helped us win the championship; the other team had some better players, but they were prima donnas.
20. Glass greenhouses remain \_\_\_\_\_ for decades, while clear plastics, although more durable, can become scratched and cloudy quickly.

### **Q1.1. Single line questions on Salutation**

- Q1 How would you greet your teacher in the morning?
- Q2 What salutation would you use , if you are not sure of the person you are addressing to ?
- Q3 If you haven't seen a friend or family member for a long time, which informal greetings would you use to mark the occasion?
- Q4 How would you address a close colleague or a co-worker?
- Q5. When you introduce a person (Ronit) to another person (Ankit), you can say
- Q6. What would you say, If someone says "How do you do?"

### **Q1.2. MCQs on Salutation**

1. Greetings in business are usually formal, but greetings among family and friends are much more

A. impolite

B. polite

C. casual

D. semi formal

2. If you meet someone at night, you can greet them by saying

A. Good night

B. Good evening

C. Good sleep

3. Which is a greeting that friends might use when meeting for coffee?

A. Nice to meet you

B. Good to see you

C. Want a coffee?

4. Which of these can you say after being introduced to someone for the first time?

A. Nice to meet you

B. Nice to greet you

C. Nice to see you

5. Saul: "I'd like to \_\_\_\_\_ you to Mary. Mary, this is Helen." Helen: "How do you \_\_\_\_\_."

A. point...do

B. introduce...do

C. show...go

D.give...be

6.Helen: "It's \_\_\_\_\_ to meet you." Mary: "It's my \_\_\_\_\_."

A. nice...pleasure

B.good...pleasure

C.great...pleasure

D.All of the answers are correct

7.Hi Jake, I haven't seen you for ages! How .....you been?

1. has

2. had

3. are

4. have

8.What is the meaning of the question 'How are you?' in English?

1. 'How are you?' looks like a question, but it is really just a part of the greeting, so you are not expected to give a truthful answer. In other words you say, 'I'm good/fine/very well/great/okay' even when you are really not.

2. 'How are you?' is a question about one's health, so you should always give a detailed answer such as 'I feel terrible. I missed my bus, my boss is crazy and my colleagues are toxic.'

9.Fill in the blank using appropriate word from the options given below:

You: ..... you met Ted? He's our new IT specialist.

Your colleague: Nice to meet you, Ted. Great to have you on board!

1. Will
2. Would
3. Did
4. Have

10. You would like to say hi to Dr Baker, your family doctor. What do you say? Select 2 correct answers.

1. Hi, Doctor Baker.
2. Hi, Mrs Dr Baker.
3. Hello, Doctor.
4. Hi.
5. Hello, Dr Julia Baker.

**Q1.3. Fill in the blanks giving appropriate aspects of your introduction.**

My name is \_\_\_\_\_. Currently, I am pursuing \_\_\_\_\_ from Lovely Professional University. I am in \_\_\_\_\_ year. I have done my senior secondary from \_\_\_\_\_ securing \_\_\_\_\_.

The aim of my life is to \_\_\_\_\_. As per my achievements, I have \_\_\_\_\_.

My strengths are \_\_\_\_\_. In my free time, I like to \_\_\_\_\_.

2. Fill in the gap using the appropriate word:

While talking about your strengths, you say :

I am a \_\_\_\_\_ person as I remain tough under the most difficult circumstances.

- A. orthodox
- B. crucial

C. Resilient

D. amiable

If you are asked about your weakness and you say that you are a reserved kind of a person, you are \_\_\_\_\_

A. taciturn

B. flamboyant

C. gregarious

d. dexterous

3. Read the introduction given below and fill in the gaps using appropriate word from the list:

Innovative                      strengths                      advertising                      background                      optimisation

My name is Tara, I moved to New York City because \_A)\_\_\_\_\_ is my passion and this is the place to find an inspirational, B)\_\_\_\_\_ ad community. I have a rich \_C)\_\_\_\_\_ analyzing audiences for messaging \_D)\_\_\_\_\_ and would love to tell you about the E)\_\_\_\_\_ I can bring to this role."

#### Q1.4. Do as Directed

1 Write your introduction using the following words and phrases

My name is, interest, passion, strengths, goals, respect, values, hometown, reading, dancing, favourite

2. Introduce yourself to the famous personality who has come to your university for a performance using the following details

Learning dancing and singing, important and necessary, I am a student at, looking for a chance, courteous, amiable, would love to

3. How would you introduce yourself to your room-mates Parents who visited the hostel for the very first-time.

**Q1.5. 3 Fill in the gaps for asking for help**

Q1. Dorothy and Kevin are talking about how to ask for help.

Use the following words to complete the conversation:

Second      lend      ask around      assistance      ask for      minute      favor

**Kevin:** Dorothy, could you help me for a \_\_\_\_\_?

**Dorothy:** Okay, no problem. I can help.

**Kevin:** I'm trying to think of more ways you can ask for help. Do you think you can \_\_\_\_\_

**Dorothy:** One way is to ask, "Do you have a \_\_\_\_\_?"

**Kevin:** That's a good one. I use, "I need your help, please."

**Dorothy:** The other day someone asked me, "Could you do me a \_\_\_\_\_?"

**Kevin:** Yes, it's good to ask in a nice way. My friend says, "Can you \_\_\_\_\_ me a hand?"

**Dorothy:** You can also say, "I need some \_\_\_\_\_, please."

**Kevin:** There's a lot of ways to ask for help. Here's an easy one: "Can you help me?"  
However, it's better to use could because it's more polite than using can.

**Dorothy:** I think you now know plenty of ways to \_\_\_\_\_ help!

**Q2 Fill in the gaps using appropriate words :**

would      helps      Favor      mind      Could      should

Peter: Hi Anna. I've got a \_\_\_\_\_ to ask. Would you \_\_\_\_\_ cooking dinner tonight? I'm kind of busy.

Anna: Sure, Peter. What \_\_\_\_\_ you like for dinner?

Peter: \_\_\_\_\_ I trouble you to make some pasta?

Anna: That's sounds good. Let's have pasta. Which type of sauce \_\_\_\_\_ I make?

Peter: Would it be too much trouble to make a four cheese sauce?

Anna: No, that's easy. Yum. Good idea.

Peter: Thanks Anna. That really \_\_\_\_\_ me out.

Anna: No problem.

Q3. Asking for a favor which is refused



Fill in the gaps using the pool of words given below:

Last moment      really need      little      too much trouble

Employee: Hello, Mr. Smith. Could I ask you a question?

Boss: Sure, what do you need?

Employee: Would it be \_\_\_\_\_ for you to let me come in at 10 tomorrow morning?

Boss: Oh, that's a \_\_\_\_\_ difficult.

Employee: Yes, I know it's \_\_\_\_\_, but I have to go to the dentist.

Boss: I'm afraid I can't let you come in late tomorrow. We \_\_\_\_\_ you at the meeting.

Employee: OK, I just thought I'd ask. I'll get a different appointment.

Boss: Thanks, I appreciate it.

### Q1.6. Dialogue conversation for asking for help with hints

1 You are nervous about starting your office specialist course, which will teach you about computer software. You think that if you got the notes in advance from the instructor you would be more ready for the class and better able to understand. You are now meeting with the instructor. How would you make the request for notes in advance?

Start the conversation like this:

You: Hello Sir, I have enrolled in your office specialist course.

Instructor: That's great. This course is one of the best in the world. You would be getting hands on experience related to software.

Y: Thanks Sir. I was wondering-----

I: Why not? But May I know why do you need it?

Y:-----

I: Ok.-----

Y:-----

I:-----

Y-----

2.You are already attending LPU but have been taking pre-credit classes for over a year. You are getting better at reading and writing, but they keep telling you to take another class. You feel that if you don't start your certificate program soon, you will give up and quit school. Before you do that you decide to talk to your advisor and ask for their help in getting out of the pre-credit classes.

Start the conversation like this:

You: Hello sir.How are you?

Advisor: I am good .What about you?

You:Fine Sir.I have been taking pre-credit classes for more than a year now.

A: So?

Y:-----

A-----

Y-----

A-----

Y-----

3.You live in a hostel of Chaman Vatika school. You have your Maths exam tomorrow and you have not prepared well for the exam. Your room-mate is very good in the subject.But he also has his exam. How would you ask him for help?

Start the conversation like this:

Room-mate: Hi ...What's up?

You: Nothing much .... In a fix right now.

D: Why? What happened?

Y:-----

D:-----

Y:-----

D:-----

Y:-----

4.You wish to enhance your communication skills in English but no one around you converses in English.Although you have started reading novels and listening to youtube videos,you know that unless and until you apply what you have learnt in your speaking, you will not be able to master the language.You approach a friend to become your language partner who could interact with you in English .This person is a bit busy though but can speak fluent English.How would you convince him.

Start the conversation like this:

You: Hi Mate. How are you?

Friend: All good.What brings you here?

Y:I am in a dilemma.

F: What happened?

Y: In about 2 years time ,companies will come to the campus for placements.

F:So?

Y:We need to upgrade our skills till that time.

F:Ok.Go ahead ....

Y:-----

F:-----

Y:-----

F:-----

Y:-----

5. You have got a class assignment from your verbal faculty. Your friend is a work-dodger. He wants to take advantage of your friendship. He is sure that you would not say no. So he approaches you to give him your assignment so that he could copy. You know that if caught, you both could get a zero for plagiarism. You also fear losing his friendship if you were to say no. How would you refuse your friend politely so that he is not offended and also learns a lesson? Pretend that I am your friend. What would you say?

You: Hi Rahul. How are you?

Rahul: I am fine. Can you do me a favour?

You: Why not?

R:-----

You: Oh!-----

R:-----

Y:-----

R:-----

Y:-----

### Q1.7 MCQs on Common errors based on Tenses

1. After you will return (A)/ from Mumbai (B) / I will come to meet you. (C) / No error.(D)
2. My father (A)/ has left (B) /for Bombay last Saturday. (C) /No error.(D)
3. I used to study (A) /till 10 pm and (B) /and then I go to bed. (C) /No error. (D)
4. Air pollution caused by industrial fumes has been studied (A)/ for years, but only recently has (B)/ the harmful effects of noise pollution become known(C)/. No error.(D)
5. The judge asked the man (A)/ if the bag he had lost (B)/ contain five thousand rupees (C)/No error (D)
6. As you can see(A)/ by my visiting card (B)/that now I am in Mumbai.(C)/No error (D)

7. The ministry was considered several proposals (A)/ for the development of small and medium enterprises (B)/during Budget discussions. (C)/No error (D)
8. Having work (A)/ in both public and private sector banks(B)/she is the most suitable person to take over the post of the chairman.(C)/No error(D)
9. He started a very small business two years ago (A)/ but it grew very fast (B)/as the country is experiencing a boom at that time.(C)/No error(D)
10. Keeping in mind the current market conditions (A)/ it has better for us (B)/ to invest in the infrastructure structure. (C)/No error (D)
11. Since I had lived there for many years(A)/the villagers were very comfortable(B)/ talked to me about all their problems.(C)/No error(D)
12. Our equipment gets (A)/ damage very often in summer (B)/ because there are too many power cuts. (C)/No error (D)
13. Most children liked to rest in the afternoon (A)/ after they returned from school (B)/but my son seems **to** have an inexhaustible source of energy. (C)/No error (D)
14. The cutting down on costs (A)/was the main reason for the firm to survive (B)/even during a very difficult period. (C)/No error (D)
15. I will go (A)/ for the swimming classes tomorrow (B)/ if I have recovered from fever. (C)/No error. (D)
16. The principal announced (A)/ in the school assembly that the school fees (B)/ will be hiked from the beginning of the next academic session. (C)/No error(D)
17. The terrorist did not (A)/ confessed his crime even till the very end (B)/of his trail and said that he was innocent.(C) /No error (D)
18. If the industrial sector continues to grow(A)/ at the same rate for the next few months(B)/ I think it has a high growth rate this year.(C)/No error (D)
19. Results find that boys (A)/ played not only more than girls (B)/ but also performed better in many fields. (C)/No error (D)
20. Celebrating his ten long years in the film industry (A)/the actor announce that he would be doing a new show (B)/on television which would be done completely free of cost.(C)/No error (D)

### Q1.8 MCQs on Common errors based on Parts of Speech

Directions: Read each sentence to find out whether there is any grammatical mistake/error in it. The error, if any, will be in one part of the sentence. Mark the number of the part with error as your answer. If you do not find any error in the sentence, select 'No error' as your answer. (Ignore errors of punctuation, if any)

1 It is a pity (a) / that even five years old boys (b) / are engaged in hazardous factories (c) / No error (d)

2 It is not my business (a) / to give an advice to those (b) / who are not sensible enough to deal with their own problems (c) / No error (d)

3 I don't think (a) / it is your house (b) / It is somebody's else (c) / No error (d)

4 She misplaced her spectacle (a) / and is now feeling (b) / great difficulty in studying (c) / No error (d)

5 Arabian Nights are (a) / a collection of (b) / very interesting episodes of adventure (c) / No error (d)

6 The master did not know (a) / who of the servants (b) / broke the glass (c) / No error (d)

7 The ruling party stood (a) / for implementation of the bill (b) / and was ready to stake their political existence (c) / No error (d)

8 Mahatma Gandhi taught us (a) / that one should respect (b) / the religions of others as much as his own (c) / No error (d)

9 Each of these players (a) / have been warned (b) / not to repeat the silly mistake (c) / No error (d)

10 Lime and soda (a) / is (b) / a digestive drink (c) / No error (d)

11 The mother as well as her children (a) / were brought (b) / to the police station for interrogation (c) / No error (d)

12 Few remarks (a) / that he made were (b) / offensive to my friend (c) / No error (d)

13 It is a (a) / worth watching documentary (b) / & you must not miss it (c) / No error (d)

14 Of all the students (a) / Rita was less worried (b) / when the date for the annual examination was announced (c) / No error (d)

15 The Sunshine hotel was fully equipped (a) / to offer leisure stay (b) / to its clients (c) /  
No error (d)

16 People invent new machines (a) / when they think (b) / different (c) / No error (d)

17 Although they listen to me (a) / but their actions (b) / prove otherwise (c) / No error (d)

18 She looked at him (a) / in such distress (b) / as he had to look away (c) / No error (d)

19 The widely publicised manifesto (a) / of the new party is not (b) / much different than ours (c) / No error (d)

20 I was taken with surprise (a) / when I saw (b) / the glamorous Appu Ghar (c) / No error (d)

## **Unit-II**

**Q2.I.** Fill in the Blanks with the use of connectors / transition words (Routine based)

In short, usually, While, after, always, get dressed, listen to, set an alarm, but, go to sleep, as soon as

I reach home at about 3 or 4 in the morning, so I \_\_\_\_\_ get up late. I never \_\_\_\_\_ because I don't like waking up to that annoying sound of my alarm clock. \_\_\_\_\_ waking up, I \_\_\_\_\_ have a good breakfast. Then I take shower and \_\_\_\_\_. I get ready for work at around 5 in evening. \_\_\_\_\_ getting ready, I \_\_\_\_\_ music. I reach the club at 7 \_\_\_\_\_ my turn to play music comes at 9 o'clock. Meanwhile, I enjoy being an audience to other DJs. I am generally the last DJ, so \_\_\_\_\_ the party gets over, I come back to my house and \_\_\_\_\_. \_\_\_\_\_, I don't have a very interesting routine.

**II.** Fill in the Blanks with the use of connectors / transition words

**catch up, alternatively, trying out, sometimes, but, being, always, at times, specifically**

I spend my leisure time indoors. I like \_\_\_\_\_ new recipes and different cuisines from all over the worlds. \_\_\_\_\_ I the kitchen busy making new dishes is enjoyable. The meals \_\_\_\_\_ are disgusting \_\_\_\_\_ the experience is \_\_\_\_\_ fun for me. \_\_\_\_\_, I like reading non fiction books \_\_\_\_\_ describing historical events. Occasionally, I also go to the theaters or cinemas and \_\_\_\_\_ on the latest movies and plays with friends. \_\_\_\_\_ I stay at home and watch my favourite TV series.

### III - Fill in the Blanks with the use of connectors / transition words

**whenever, regularly, moreover, along with, unhealthy, necessary, thus, because,**

Personal hygiene includes washing our hand, mouth and face \_\_\_\_\_. We must regularly use cleaning agent like soaps, hand sanitizes, hand gels, etc. \_\_\_\_\_ we take out our shoes, we must clean our legs with soap \_\_\_\_\_ keeping legs clean creates positive effect on our body balance. \_\_\_\_\_, washing vegetables with clean water before cooking them, \_\_\_\_\_ cutting our nails regularly, cleaning our nose, ear and hair are hygienic habits. We should not touch our mouth and face at public places. Going to our bed with school dress or with outside clothes is \_\_\_\_\_. Cleaning teeth twice a day is very \_\_\_\_\_ for good dental health. Being hygienic is an important social duty just like other social duties. Our neighborhood, schools, footpath, our body, our daily usable things, etc. should be free of dirt and filth. \_\_\_\_\_, many have been noticed throwing out dirt of their houses. This must be completely avoided.

### 1. I Fill in the Blanks with the use of correct connectors / transition words (Shopping based)

**loyalty cards, advertising campaign, on tight budget, local shops, moreover**

Martha : Hey Anjie! Why is there such a large gathering at the city departmental store?

Anjie : Don't you know? There is a huge sale at the store. Looks like the store's \_\_\_\_\_ worked well. They are offering an additional 10% discount to those who have \_\_\_\_\_.

Martha : Why didn't you go there?

Anjie : I can't. I have already spent a fortune on buying the DVD player. Now I am \_\_\_\_\_.

\_\_\_\_\_, I prefer shopping from \_\_\_\_\_ than from international chain stores.



**II Fill in the Blanks with the use of correct connectors / transition words (Shopping based)**

**besides, must have products, shop assistant, however, feedback, value for money,**

Manager : Thank you for shopping with us. How was your experience?

John : It was good. The \_\_\_\_\_ treated us well. We could find all the \_\_\_\_\_.

Manager : We are glad to serve you. What would you say about the quality and price of the products?

John : Well, I must say that most of the products were \_\_\_\_\_. \_\_\_\_\_, the cosmetics were priced quite high. \_\_\_\_\_, the quality of all products was top notch.

Manager : Thank you for your valuable \_\_\_\_\_. Visit again.

**III Fill in the Blanks with the use of correct connectors / transition words (Shopping based)**

**moreover, shop around, try on, although, picking up a bargain, nevertheless**

Rhea : I think online shopping is so much better than traditional offline shopping.

Jess : I beg to differ. How can you buy something that you can't \_\_\_\_\_. I mean how do you even know if it'll look good on you.

Rhea : But online shopping is so convenient. You don't need to \_\_\_\_\_. You get everything on one site.

Jess : There is no scope of \_\_\_\_\_ online. You have to pay the full price. \_\_\_\_\_, window shopping is more fun otherwise.

Rhea : \_\_\_\_\_ I still feel online shopping is better, I agree to the window shopping part.

Jess : \_\_\_\_\_ let's go out and eat.

Ques2 - Write a short passage on the following. Use the hints given.

### **I - My most memorable summer vacation**

Summer camp - hill station - lots of activities - trekking - camping - other adventure sports - also learned to cook - shoot a gun - bonfire - singing songs - grooving - moreover - meditated early in morning - although cold - kept a journal - enjoyable as well as learning

### **II - My daily activities at college**

Reach college at 9 - first class - greet friends - attend lectures - discuss about tests and projects - free lecture - generally - go to library - alternatively - sit under shade - listen to music - munch - after attending remaining lectures - exhausted - however - hang out - friends - bid adieu

**Q2.2** Write a short passage on the following. Use the hints given.

### **I - You recently visited the new shopping mall in your city. Describe your experience.**

Shopping mall - located - heart of the city - people excited - visited with my friends - window shopping - to begin with - huge complex - 6 floors - all high street names - such as - Gucci, Channel - summer sales- slashed prices in all stores - food court - as well as - gaming zone - very noisy - yet - fun place

### **II - Perks of online shopping**

To begin with - very popular - many reasons - firstly - convenient - no shopping around - must have products - fair prices - rather - saves money - additionally - e-loyalty cards - extra discount - moreover - no pay in cash - shop until you drop - hassle free - on the contrary - risk of fraud - however - very popular.

### **III - My shopaholic brother**

Loves to shop around - yet - very careful with his money - very fussy - can't give him hard sell - although - value for money - snaps up a bargain - generally - pays in cash - however -

sometimes - runs up a credit card bill - still - never goes into debt - shops till he drops - nevertheless - smart buyer.

**Q2.3.a.** Replace the underlined group of words with one/two word(s).

- a) We planned a family trip to Goa and got our reservations done from a company that makes travel arrangements for people.
- b) My friend showed me various small magazines containing pictures and information of many tourist spots.
- c) We had to plan well in advance because it was difficult to find a comfortable space to live during vacations.
- d) My friends were very curious to know about the surprise place where we were going.
- e) We were on a budget holiday. That explains why we couldn't spend money freely on shopping. F)f) Smith is a very smart traveller. He can always get his hands on promotions that are advertised at the latest possible time for those who are more spontaneous.

Ques 2.3 - Write a short passage on each of the following. Use the hints.

### **I - Your most memorable vacation**

Last year's summer vacation - Europe tour - booked tickets in advance - travel agency - 15 days trip - comfortable accommodation - self catering - not fond of western cuisine - however - sister likes it - but - no appropriate clothing - didn't check weather details - shopping - visited all famous places - tour guide - so that - know history - thoroughly enjoyed - most memorable trip

### **II - You run a travel agency that is organizing a 5 day trip to Manali for high school children. Explain the tour plan using the hints**

Earl morning departure - arrival at hotel - 6 p.m. - rest - dinner at 8 - next morning - visit the Monastery - along with - Hadimba and Manu temple - leisure - evening at the Mall Road - DJ night at hotel - following day - backpacks - explore Rohtang pass or the Solang valley - also - experience snow scooter, Zorbing, skiing, etc - fourth day - leave for Kullu - river rafting - sight seeing - bonfire - next day - departure for host destination - all inclusive package - accommodation - meals - as well as - entry tickets - complimentary - fanny packs to all students

### III - Your most terrible vacation

Recent visit - grandparents - small village in U.P. - favourite place - lot of childhood friends - but this time - turned out terrible - forgot to make reservation - last minute booked tickets - terrible train journey - nevertheless - still excited to meet grandparents - reached there - relaxed - next day - state locked down - Covid 19 pandemic - stuck at home - adding fuel to fire - frequent electricity cuts - no source of entertainment - all plans failed - annoyed and sad.

#### Q2.4. Fill in the blanks with appropriate transitions.

1

- b. In order that
- c. Considering that
- d. In addition to
- e. As a result

9. While eating sweets, the brain instantly releases endorphins which make us feel happy and reduce pain; ---- many pediatricians give sweets to children while giving injections.

- a. that's why
- b. nonetheless
- c. as long as
- d. so as to
- e. since

10. Srirangam was an ancient place of pilgrimage for the Indians and was surrounded by a strong fort but there was ---- the necessary army ---- the weapons to protect it.

- a. both / and

- b. neither / nor
- c. hardly / when
- d. not only / but also
- e. either / or

11. Many smokers believe that e-cigarettes can help them quit smoking. ...., scientific researches show that e-cigarettes are more addictive and lethal than traditional cigarettes.

- a. In addition
- b. However
- c. As a consequence
- d. Equally important

12. Urban planners argue that the rise of private vehicles is a leading cause of traffic congestion. ...., they also associate poor infrastructure development with the problem.

- a. Furthermore
- b. In conclusion
- c. For example
- d. But

13. Many students in rural areas do not get access to quality education. ...., they struggle to find well-paid jobs after graduating from university.

- a. Consequently
- b. Moreover
- c. In short
- d. On the other hand

14. .... the impacts of global warming, Vietnam has witnessed an increasing number of hurricanes over the past few years.

- a. In spite of
- b. In contrast

c. Because of

d. Until

15. Scientific researches indicate a number of negative impacts of poor sleeping quality. ...., the problem can lead to anxiety and depression.

a. Otherwise

b. For example

c. To conclude

d. Nevertheless

16. Developing countries are experiencing a significant rise in birth rates. ...., other developed economies such as Japan and Germany are facing a severe shortage of laborers.

a. Likewise

b. Besides

c. To summarize

d. In contrast

17. .... continuous efforts of the Japanese government, the overwork culture in this country is still growing.

a. Due to

b. As soon as

c. Unless

d. In spite of

18. The tourism industry of Vietnam is expanding fast with an increasing number of foreign visitors. ...., the trend also applies to other ASEAN countries such as Thailand.

a. Whereas

b. Similarly

c. For instance

d. Thus

19. The Vietnamese government decides to loosen regulations imposed on new business creation. ...., the number of newly created companies has increased at a record high.

- a. In brief
- b. On the other hand
- c. As a result
- d. In particular

20. Before the storm, the city council failed to inform residents of the disaster. ...., the death toll was enormous.

- a. Therefore
- b. At the same time
- c. Nevertheless
- d. Firstly

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## Unit-III

### Q3.1. I Conversation about two people asking each other what they do for a living.

David: Hello, my name is David. \_\_\_\_\_.

Jenny: Hi, I'm Jenny. It's nice to meet you too.

David: Am sorry. What was your name again?

Jenny: Jenny.

David: So Jenny, What \_\_\_\_\_?

Jenny: I work at the local school teaching English. What do you for a living?

David: I'm also an English teacher, but am currently out of work.

Jenny: \_\_\_\_\_. It has been really nice talking to you.

David: Yes. \_\_\_\_\_ meeting you.

|  |
|--|
| do you do for a living    It was a great pleasure    It's nice to meet you    Sorry to hear that |
|--|

### Q3.1 II First day at work conversation

**Mike:** Good morning, John.

**John:** Good morning, Mike.

**Mike:** Let me \_\_\_\_\_ and then I will give you a tour of our facility.

**Mike:** Here is your cubicle, your “home away from home” from 8:00 to 5:00 every day, John.

**John:** Oh, very nice!

**Mike:** Drop your belongings here, and let’s go!

**John:** OK, I am ready Mike.

**Mike:** That is Mary over there. She is our senior financial analyst. You will be working with her in the future. \_\_\_\_\_ to her.

**Mike:** Mary, this is John, our department’s new addition.

**Mary:** Welcome aboard, John. I am \_\_\_\_\_. Boy! I was swamped with work the last couple of weeks. But, I can see myself going home at a more decent time from now on.

**John:** Thank you. I am very happy to be here. Just let me know whenever you need me. I am \_\_\_\_\_.

**Mike:** I am giving John a tour of our facility so that he knows his way around here.

**Mary:** \_\_\_\_\_, John.

**John:** OK, Mary.

|                              |   |
|------------------------------|---|
| glad to be of any assistance | very glad to see you                          |
| See you later                | let’s go say hi      take you to your cubicle |

### Q3.1 III Conversation about a brief conversation between 2 old friends meeting by chance at a cafe

Sarah: Hello Jason, how are you, \_\_\_\_\_ since we last met?

Jason: Oh, hi Sarah I'm have got a new job now and is going great. \_\_\_\_\_?

Sarah: Not too bad.

Jason: How often do you eat at this cafe?



Sarah: This is my first time my friends kept telling me the food was great, so tonight I decided to try it. \_\_\_\_\_?

Jason: I have been so busy with my new job that I have not had the time to do much else, but otherwise, me and the family are all fine.

Sarah: Well, \_\_\_\_\_ lovely meal.

Jason: Yes you too.

|                                   |                          |
|-----------------------------------|--------------------------|
| I hope you and your family have a | How about you            |
| it's been a long time             | What have you been up to |

Ques 3.2 -

Part I - To complete the exercise on small talk read each question and choose the most suitable response for it.

**a I've just bought a new car – Ford Escort.**

- (i) Really? I've heard it is a very bad car.
- (ii) Really? Why did you do that?
- (iii) Really? Are you pleased with it?

**b My daughter Sarah has gone to Oxford University.**

- (i) Really? What is she studying?
- (ii) I don't believe you!
- (iii) Oh, that must be very expensive!

**c I'm afraid I have a bad cold.**

- (i) Keep away from me! I don't want to catch it.
- (ii) I knew someone who died from a bad cold.
- (iii) That's very bad luck. But thank you for coming to the meeting.

**d Our national team will be in the World Cup if we beat Germany.**

- (i) Germany has a good team. You're not going to win.
- (ii) Germany has a good team. I'm sure it will be a great game.
- (iii) Anyone can beat Germany. They have a terrible team.

Part II – Choose the correct option

e. Robert: How's Jane doing? I haven't seen her for ages.

Linda: Oh, she's fine. She just got a job with the government.

Robert: That's great news. \_\_\_\_\_. Sarah would love to see you both, too.

Linda: Sure. That'd be great. ...

- i) We should get together one of these days
- ii) I always knew she'll do something great
- iii) She has always been an achiever
- iv) We should talk about our partnership

f. **Jane** What time is it? We are going to be late for Sarah's party!

**David** It's a quarter past six. We are on time. The party starts at 7 pm. \_\_\_\_\_.

- i) I have bought a gift already
- ii) Don't worry we will be fine
- iii) She might not be expecting us
- iv) We should take John along

g. Chloe: Hey, Deborah. take a look at those desserts they look so good! How about baking a cake when we get home?

Deborah: Hmm ... Yes, that's a brilliant idea! We better buy some ingredients then, while we are here.

Deborah: OK, \_\_\_\_\_?

Chloe: The recipe I use calls for flour, sugar, icing sugar and butter. Oh! I nearly forgot, and we also need some eggs and chocolate chips and a chocolate flake to sprinkle on top.

- i) how much time does it take to bake
- ii) shall I buy onions too
- iii) do you know what we need to bake a cake
- iv) which flavor would you like

h. **William:** Excuse me, am sorry to trouble you, but could you tell me how I can get to the train station?

**Kate:** Yes no problem, it's that way. Keeping walking straight ahead then after you pass the library you have to turn left. then take your first right and it's across from the bus station. You cannot miss it!

**William:** Thank you so much! \_\_\_\_\_ .

**Kate:** Oh, I know that feeling. Me and my husband moved here a 6 months ago, and I still don't know how to find certain places! Manchester is so big.

- i) I have only been in Manchester for 2 days, so I don't know how to get anywhere yet.
- ii) I am very poor with directions.
- iii) I came back to Manchester after a long time.
- iv) You seem to be a local resident

i) **Hotel reception:** Reception Linda speaking. How can I help you today?

**Bridget:** Hello, I'm staying in room 321. I would like you to send someone to clean the room, if it is possible?

**Linda:** Sure. \_\_\_\_\_ ?

**Bridget:** Well, me and my family are leaving in 15 minutes. Could you send someone after we have left.

- i) When do you plan to check out
- ii) Do you want a vacuum cleaning
- iii) Do you want it cleaned now or do you have a time in mind

iv) When are you leaving

j) **Mr Smith:** Good afternoon

**Receptionist:** Hello Mr Smith

**Mr Smith:** I would like to make an appointment to see the doctor as soon as possible please.

**Receptionist:** Am sorry the doctor is very busy today, but he is free this tomorrow morning. is 9am all right for you?

**Mr Smith:** \_\_\_\_\_, thank you for your time.

**Receptionist:** you are welcome see you tomorrow.

- i) I am afraid that is not suitable
- ii) Yes, that is fine thanks I will there for 9
- iii) I'll call tomorrow then
- iv) I would prefer today's appointment

Ques 3 Write a small conversation on the following using the given hints

- i) To book an air ticket  
(would like to book – departure from- arrival at – window seat preferred – business class – meal included)
- ii) Planning to go on a concert with your friend  
(free on Sunday – music concert – favourite band – 5 pm )
- iii) Ordering food at a restaurant  
(Take order – ice tea – anything else – french fries – spicy or not )

### Q3.4. Direct Indirect on Positive Statements.

Positive sentences

1.The Prime Minister said that no one would be allowed to disturb the peace.

(1) The Prime Minister said, "We shall not allow any one to disturb the peace."

- (2) The Prime Minister said, "We would not allow no one to disturb the peace
- (3) The Prime Minister said, "No one will disturb the peace."
- (4) The Prime Minister said, "No one can disturb the peace."

2. I said to my friend. "Good Morning. Let us go for a picnic today."

- (1) I told good morning to my friend and asked to go for a picnic that day.
- (2) I wished my friend good morning and proposed that we should go for a picnic that day.
- (3) I wished my friend good morning and proposed that they should go for a picnic that day.
- (4) I told good morning to my friend and suggested to go for a picnic today.

3. The boss said, "It's time we began planning our work".

- (1) The boss said that it was time they had begun planning their work.
- (2) The boss said that it was time we had begun planning our work.
- (3) The boss said that it was time they began planning their work.
- (4) The boss said that it was time we began planning his work.

4. My father once said to me, "If I can't trust my people, then I don't want to be doing this."

- (1) His father once told him that if he couldn't trust his people then he didn't want to be doing that.
- (2) My father once told me that if he couldn't trust his people then he didn't want to be doing that.
- (3) My father once told me that if he couldn't trust my people then he didn't want to be doing that.
- (4) My father once told me that if he couldn't trust his people then he didn't want to be doing this.

5. **“Ravi refused to wear the seat belt. Let him answer the police officer”, said his father.**

1. Ravi’s father said that Ravi had refused to wear the seat belt and proposed that he **answers** the police officer.
2. Ravi’s father said that Ravi had refused to wear the seat belt and said that he answered the police officer.
3. Ravi’s father said that Ravi had refused to wear the seat belt and said that he **answers** the police officer.
4. Ravi’s father said Ravi **refused** to wear the seat belt and said that he answered the police officer.

6. **We will say to Hina, "You have brought her paintings to show us and your Mom."**

- A). We will tell Hina that she has brought her paintings to show us and her Mom.
- B). We will tells Hina that she had brought her paintings to show us and your Mom.
- C). We will say Hina that she brought her paintings to show us and her Mom.
- D). We would tell Hina that she has brought her paintings to show us and your Mom.

7. **He said, "I shall get up early in the morning".**

- A). He said that he would get up early in the morning.
- B). He said he would get up early in the morning.
- C). He said that he will get up early in the morning.
- D). He asked that he would get up early in the morning.

8. **He said, "I shall go as soon as possible".**

- A). He said that he would go as soon as it was possible.
- B). He said that he would go as soon as possible.
- C). He said he would go as soon as it was possible.
- D). He said that he will go as soon as it was possible.

**9. He says that he is very sorry.**

- (1) He said, 'He was very sorry'.
- (2) He says, 'I am very sorry'.
- (3) He said, 'He is very sorry'.
- (4) He told me. 'I felt sorry'.

**10. Iba said that she might go home the next day with her sister.**

- (1) Iba said, "I could go home tomorrow with my sister."
- (2) Iba said, "I may just go home tomorrow with my sister."
- (3) Iba said, "I can go home tomorrow with my sister."
- (4) Iba said, "I will go home tomorrow with my sister."

**Interrogative sentences**

- 1. He said to the interviewer, "Could you please repeat the question?"
  - (1) He requested the interviewer if he could please repeat the question.
  - (2) He requested the interviewer to please repeat the question.
  - (3) He requested the interviewer to repeat the question.
  - (4) He requested the interviewer if he could repeat the question.

2. The new student asked the old one, "Do you know my name?"

- (1) The new student asked the old one if he knew his name.
- (2) The new student asked the old one that whether he knew his name.
- (3) The new student asked the old one did he know his name
- (4) The new student asked the old one if he knows his name

3. I wondered how many discoveries went unheeded.

- (1) I said, "How many discoveries have gone unheeded?"
- (2) I said. "How many discoveries went unheeded?"
- (3) I said, "Do discoveries go unheeded?"
- (4) I said. "How many discoveries go unheeded?"

4. I said to him, "Where have you lost the pen I brought for you yesterday?"

- (1) I asked him where he had lost the pen I had brought for him the day before.
- (2) I asked him where he had lost the pen I had brought for him the previous day.
- (3) I asked him where he had lost the pen I had brought for him the next day.
- (4) I asked him where he had lost the pen I brought for him the previous day.

**5. The boss said to his secretary, "Did you discuss the matter with the manager?"**

1. The boss asked his secretary whether he **discussed** that matter with the manager.
2. The boss asked his secretary if **you have discussed** that matter with the manager.
3. The boss asked his secretary if he had discussed the matter with the manager.
4. The boss asked his secretary whether he **has discussed** that matter with the manager.



6. He said to Sita, “What time does the bus leave in the evening and when will you go?”

1. He enquired Sita what time did the bus leave in **that evening** and when would she go.
2. He asked Sita what time did the bus leave in the evening and when would she go.
3. He asked Sita what time **had the bus left** in the evening and when would she go.
4. He asked Sita what time **does the bus leave** in the evening and when would she go.

7. He said to her, “Is this your first attempt in this exam?”

1. He asked her if it was her first attempt in that exam.
2. He asked her **it was** her first attempt in that exam.
3. He **interrogated** her if it was her first attempt in this exam.
4. He asked her if it was her **attempt** in that exam.

8. The Chief Minister said, “How much money do you need boys for this project?”

1. The Chief Minister asked the boys how much money they **need** for this project
2. The Chief Minister asked the boys how much money **is needed** for this project
3. The Chief Minister asked the boys how much money they needed for that project.
4. The Chief Minister **told** the boys how much money they needed for that project.

9. The lady teacher said to the student, “Why were you screaming at the top of your voice in my absence?”

1. The lady teacher asked the student why he was screaming at the top of **her voice in his absence.**
2. The lady teacher asked the student why **was he** screaming at the top of his voice in her absence.

3. The lady teacher **scolded** the student why he was screaming at the top of his voice in her absence.
4. The lady teacher asked the student why he was screaming at the top of his voice in her absence.

#### 10. She asked me if I was going to college.

- (1) She said, “Am I going to college?”
- (2) She said to me, “Are you going to college?”
- (3) She asked me, “Will you go to college?”
- (4) She asked to me, “Was I going to college?”

#### Exclamatory sentences

##### 1. She said, “May you live long!”

1. She prayed that I might live long.
2. She **prays** that I might live long.
3. She **wished** that she might live long.
4. She prayed that **my life** may be longer.

##### He said, “Oh! Enough!”

1. He exclaimed with disgust that it was enough.
2. He exclaimed with disgust **if it was enough**.
3. He **told with surprise** that it was enough.

4. He **shouted** that it is enough.

3. **“Wow! What a lovely weather it is!” said the children.**

1. The children said that **wow** it was a lovely weather.
2. The children exclaimed with joy that it was a lovely weather.
3. The children said that **it is** lovely weather.
4. The children exclaimed with **joy it** was a lovely weather.
4. The father warned his son tat he should be beware of him.
  1. The father warned his son, “beware of him!”
  2. The father warned the son, “Watch tat chap!”
  3. The father warned the son, “Be careful about him!”
  4. The father warned the son, “Don’t fall into his trap!”

5. **He said, “Oh! Enough!”**

1. He exclaimed with disgust that it was enough.
2. He exclaimed with disgust **if it was enough**.
3. He **told with surprise** that it was enough.
4. He **shouted** that it is enough.

6. **Rama said, “Dear! I have spilt tea on the sofa cloth.”**

1. Rama exclaimed that she **has spilt** tea on the sofa cloth.

2. She exclaimed with sorrow that she had spilt tea on the sofa cloth.
3. She **shouted** that she spilt tea on the sofa cloth.
4. She exclaimed with surprise that **I** had spilt tea on the sofa cloth.

7. **He said, “Would that she were not so inhuman!”**

1. He **wishes** that she was not so inhuman.
2. He wished that she **was** not so inhuman.
3. He wished that she were not so inhuman.
4. He **desired** that he were not so inhuman.

8. **Shanker said to his friend, “Be careful! The floor is wet and you can slip Anil.”**

1. Shanker told Anil to be careful as the floor was wet and he could slip.
2. Shanker told Anil to be careful as the floor **had been wet** and he could slip.
3. Shanker told Anil to be careful as the floor was wet and he **can** slip.
4. Shanker **warned** Anil **to be careful** as the floor was wet and he could have slipped.

9. “How clever of you to have solved the puzzle so quickly!” said the mother.

- (1) The mother exclaimed admiringly that it was very clever of him to have solved the puzzle so quickly.
- (2) The mother expressed that he was so clever to have solved the puzzle quickly.
- (3) The mother told that he was very clever in solving the puzzle so quickly.
- (4) The mother exclaimed with joy that he was clever enough to solve the puzzle so quickly.

10. **He exclaimed with joy that their team had won the tournament.**

- (1) He said, “Our team has won the tournament”
- (2) He said, “Wow I Our team won the tournament”
- (3) He exclaimed, “Hurrah! Our team has won the tournament!”

(4) He said, “Our team won the tournament.”

### Modals and Imperative

1. Doshi said to his wife, “Please select one of these necklaces.”

- (1) Doshi requested his wife to select one of those necklaces.
- (2) Doshi said to his wife to please select one of these necklaces.
- (3) Doshi told his wife to please select one of those necklaces.
- (4) Doshi pleased his wife to select one of those necklaces.

2. Priya advised me not to go to school the next day.

- a) “Don’t go to school next day” Priya said to me.
- b) “Don’t go to school tomorrow” Priya said to me.
- c) Priya said, “Will you not go to school tomorrow?”
- d) Priya told me that, “Don’t go to school tomorrow.”

3. The foreman said to his workers “I cannot pay you higher wages.”

- a) The foreman warned his workers that he cannot pay them higher wages
- b) The foreman told his workers that he could not pay them higher wages.
- c) The foreman told his workers that they could not be paid higher wages.
- d) The foreman forbid his workers to pay higher wages.

4. “Call that corrupt man here immediately”, said the Judge.

- 1. The judge commanded to call that corrupt man immediately there.
- 2. The judge commanded them to call that corrupt man immediately there.

3. The judge commanded that the corrupt man immediately be called there.
  4. The judge commanded to call that corrupt man.
5. I said, “Return home before it gets dark or your father will be very angry.”
1. I ordered to return home before it got dark or his father would be very angry.
  2. I ordered to return home before it gets dark or his father would be very angry.
  3. I ordered to return home before it got dark or his father will be very angry.
  4. I ordered to return home before it got dark or his father would have been be very angry.
6. Iba said that she might go home the next day with her sister.
- (1) Iba said, “I could go home tomorrow with my sister.”
- (2) Iba said, “I may go home tomorrow with my sister.”
- (3) Iba said, “I can go home tomorrow with my sister.”
- (4) Iba said, “I will go home tomorrow with my sister.”
7. “Give yourself fifteen minutes and walk gently,” Uncle Podger always said.
- a. Uncle Podger always advised me to give myself fifteen minutes and walk gently.
  - b. Uncle Podger always ordered me to take fifteen minutes and walk gently.
  - c. Uncle Podger always requested me to take fifteen minutes and walk gently.
  - d. Uncle Podger always asked me to take fifteen minutes and walk gently.
8. I said, “Let Mohan do his worst, he cannot harm me.”
- a. I suggested to Mohan to do his worst, he could not harm me.

- b. I told that if Mohan did his worst, he could not harm me.
  - c. I declared that Mohan might do his worst, he could not harm me.
  - d. I declared that though Mohan might do his worst, he could not harm me.
9. Rakhi says to him, "You must come back home in time."
- 1. Rakhi tells him that he has to come come back home in time.
  - 2. Rakhi tells him that he had to come come back home in time.
  - 3. Rakhi tells him that he will have to come come back home in time.
  - 4. Rakhi tells him that he must come come back home in time.
10. The policeman told the students, "Do not throw garbage here."
- a. The policeman asked them not to throw garbage here.
  - b. The policeman asked them not to throw garbage there.
  - c. The policeman asked them not to throw garbage.
  - d. The policeman asked not throw garbage here.

#### Miscellaneous

1. I said to my friend. "Good Morning. Let us go for a picnic today."
- (1) I told good morning to my friend and asked to go for a picnic that day.
  - (2) I wished my friend good morning and proposed that we should go for a picnic that day.
  - (3) I wished my friend good morning and proposed that they should go for a picnic that day.
  - (4) I told good morning to my friend and suggested to go for a picnic today.

2. He wrote in his report, "The rainfall has been scanty till now."

- (1) He reported that the rainfall has been scanty till now
- (2) He reported that the rainfall had been scanty till now.
- (3) He reported that the rainfall has been scanty till then.
- (4) He reported that the rainfall had been scanty till then.

3. The teacher said to Ram, "Would you like to take part in the contest?" Ram said, "Yes"

1. The teacher asked if Ram would like to take part in the contest and Ram replied yes.
2. The teacher asked Ram if he would like to take part in the contest and Ram replied in the positive.
3. The teacher asked Ram if he would liked to take part in the contest and Ram replied in the affirmative.
4. The teacher told Ram if he would like to take part in the contest and Ram replied in the affirmative.

4. My mother screamed angrily at me "Do as you wish, I am fed up of helping you in times of mess."

1. My mother screamed angrily at me to do as I wished and said that she was fed up of helping me in times of mess.
2. My mother screamed angrily at me that do as I wishes and said that she was fed up of helping me in times of mess.
3. My mother screamed angrily at me to do as I wishes and said that she was fed up of helping me in times of mess.
4. My mother screamed angrily at me to do as I was wishing and said that she was fed up of helping me in times of mess.



5. Gandhiji said, “Independence is the birthright of every nation.”

1. Gandhiji said that Independence is the birthright of every nation.
2. Gandhiji said that Independence was the birthright of every nation.
3. Gandhiji declared that Independence is the birthright of every nation.
4. Gandhiji said that Independence has been the birthright of every nation.

6. Good morning children, we will start tenses today.” said the English teacher at Pinnacle.

1. The English teacher at Pinnacle wished the children to start tenses that day.
2. The English teacher at Pinnacle wished the children good morning and said that they would start tenses that day.
3. The English teacher at Pinnacle greeted the children and said they would be doing tenses that day.
4. The English teacher at Pinnacle greeted the children and said we would be doing tenses that day.

7. “What is there for dinner today? said Jaya, “Nothing,” said her mother.

1. Jaya asked her mother what was there for dinner that day. Her mother replied in the negative.
2. Jaya asked her mother what was there for dinner on that day. Her mother replied there was nothing.
3. Jaya asked her mother what is there for dinner on that day. Her mother replied there was nothing.
4. Jaya told her mother what was there for dinner on that day. Her mother replied there was nothing.

8. The dealer said, “Either make your purchases or walk out of my shop.”

- a. The dealer told the customer that he would either make his purchases or walk out of his shop.
  - b. The dealer ordered the customer to make his purchases and walk out of his shop.
  - c. The dealer told the customer that he should either make his purchases, or walk out of his shop.
  - d. The dealer requested the customer to make his purchases or walk' out of his shop.
9. "May you live long and prosper", said the old lady to her son.
- a. The old lady congratulated her son with long life and wished him prosperity.
  - b. The old lady prayed for her son's long life and prosperity.
  - c. The old lady prayed for her son and said that he might live long and prosper.
  - d. The old lady blessed her son and prayed for his long life and prosperity.
10. Tom said that he had had a strange experience the day before.
- a. Torn said, 'I have a strange experience yesterday'.
  - b. Tom said, "I have had a strange experience yesterday".
  - c. Tom said, "I experienced a strange experience yesterday".
  - d. Tom said, "I had had a strange experience yesterday".

**Q Read the following conversation and complete the passage. Write your answers in the space provided.**

**1. Mother :** Why are you late from school, Amit ?

**Amit :** While coming from school to bus stop, slipped by stepping on a banana peel.

**Mother :** O, my son! Did you hurt yourself ?

**Amit :** I got a bad bruise on my left knee.

**Mother asked Amit (3.1).....** Amit replied that while coming from school to bus stop(3.2).....peel. Mother was shocked to hear this. She further asked (3.3)..... . Amit answered that (3.4)..... .

2. Anne : I want to order a big pineapple cake for my birthday.

Confectioner : When is your birthday?

Anne : It is tomorrow.

Confectioner : You can collect it by noon.

Anne told a confectioner **(a)**..... a big birthday cake for her birthday. The confectioner asked **(b)**..... Anne replied it was the following day. The confectioner told her **(c)**..... by noon.

3. Mike: "What are you doing here, Liz? I haven't seen you since June."

Liz: "I've just come back from my holiday in Ireland."

Mike: "Did you enjoy it?"

Liz: "I love Ireland. And the Irish people were so friendly."

Mike: "Did you go to the Wicklow Mountains?"

Liz: "It was my first trip. I can show you some pictures. Are you doing anything tomorrow?"

Mike: "I must arrange a couple of things. But I am free tonight."

Liz: "You might come to my place. What time shall we meet?"

Mike: "I'll be there at eight. Is it all right?"

Mike asked Liz \_\_\_\_ and he said \_\_\_\_ since June. Liz explained that \_\_\_\_ back from her holiday in Ireland. Mike wondered if \_\_\_\_ it. Liz told him that she \_\_\_\_ Ireland and that the

Irish people \_\_\_\_ so friendly. Mike wanted to know \_\_\_\_ to the Wicklow Mountains. Liz said that it \_\_\_\_ first trip and that she \_\_\_\_ some pictures. And then she asked him if he \_\_\_\_\_. Mike explained that he \_\_\_\_ a couple of things. But he added that he \_\_\_\_ free at night. Liz suggested that he \_\_\_\_ place and asked him what time \_\_\_\_\_. Mike said he \_\_\_\_ there at eight. And then he asked \_\_\_\_ all right.

## Unit-IV

### Presenting Ideas

#### Short Questions

Q4.1. The paragraph below presents an idea. Fill in the blanks using appropriate words from the list given below:

|                |              |         |             |
|----------------|--------------|---------|-------------|
| commercialized | eco friendly | nascent | exceptional |
|----------------|--------------|---------|-------------|

Have you ever wondered that a car could be run on water? Yes, We the students of LPU have developed a prototype car that actually runs on water and aluminum. It is \_\_\_\_\_ as there is virtually no exhaust. It is cost friendly too. The cost can be further decreased as the technology is \_\_\_\_\_. It runs on fuel cell technology wherein electricity is produced with a graphene rod attached to the aluminum plate with water acting as the base. Electricity thus generated is used to run a motor that drives the car. Isn't it astonishing? Moreover, it covers a staggering 1000kms in one charge. Do you know how much water it takes for these 1000kms –just 3 liters and an aluminum plate that can be replaced in 15 minutes. Isn't it an \_\_\_\_\_ idea? We are

looking for investors who can buy our idea and bring this \_\_\_\_\_technology of ours to the masses.

4.2. The paragraph below presents an idea. Fill in the blanks using appropriate words from the list given.

|           |          |              |            |            |
|-----------|----------|--------------|------------|------------|
| Effective | fruitful | Successfully | miraculous | eliminated |
|-----------|----------|--------------|------------|------------|

Ever wondered when Coronavirus is going to be treated\_\_\_\_\_? We at Pathcific labs have designed an innovative treatment for the virus. By eating the fruits of a particular tree, Coronavirus can be\_\_\_\_\_. This fruit comes in the shape of the virus itself. It is 100% \_\_\_\_\_and has no side effects. Many patients have reported the medicine to be extraordinarily \_\_\_\_\_in getting rid of the disease. We have extracted the \_\_\_\_\_pulp of the fruit in the form of a medicine. Work on the patents front is on and soon we will be able to launch this remarkable product in the market. Till then ,pray to the almighty and hope for the best.

4.3. The paragraph below presents an idea. Fill in the blanks using appropriate words from the list given.

|            |             |       |             |
|------------|-------------|-------|-------------|
| Convenient | refurbished | smart | gently used |
|------------|-------------|-------|-------------|

With over 2,800 kiosks in malls, large retailers and grocery stores across the U.S., ecoATM offers instant payment for old electronic devices. This \_\_\_\_\_ waste collection system is a \_\_\_\_\_option for managing e-waste, helping divert more than 14 million smartphones and tablets from landfills. By Simply bringing your old devices to the kiosk nearest you , your device can be properly recycled or \_\_\_\_\_for resale.

Consumers looking to trade in devices can receive a quote based on the condition and type of gadget. And if you're looking to purchase, Gazelle's online marketplace offers great deals on \_\_\_\_\_electronics

### **Introducing dignitaries**

### **Short questions**

**Q4.4. Read the introductory speech and fill in the blanks using appropriate words from the list mentioned below:**

|           |            |               |               |          |
|-----------|------------|---------------|---------------|----------|
| Inspiring | delectable | down to earth | mind boggling | pinnacle |
|-----------|------------|---------------|---------------|----------|

We here at LPU always look forward to such \_\_\_\_\_ personalities who would set an example for the generations to come. One such icon is Shri Amitabh Bachchan. Having seen the \_\_\_\_\_ of success as well as the bottom pits of failure, Amitabh Bachchan has come a long way in finally coming to LPU. He has given multiple hits and enthralled the audience with his \_\_\_\_\_ performances. Moreover, he exhibits a humble and \_\_\_\_\_ persona. So please welcome the pride of our nation, the charming and \_\_\_\_\_ Amitabh Bachchan.

2.

|          |          |         |              |            |
|----------|----------|---------|--------------|------------|
| diligent | Reliable | shining | adaptability | resilience |
|----------|----------|---------|--------------|------------|

It is rightly said that success is a way of life. It is not a one time phenomenon. One has to continuously show grit and determination in order to become the \_\_\_\_\_ star. Today we have before us the symbol of these qualities who is also referred to as "The Wall". Yes I am talking about the \_\_\_\_\_ and dependable Rahul Dravid, the eternal one-down batsman of the Indian Cricket team. His \_\_\_\_\_ or toughness has been unwavering. He is a man of character with nerves of steel. His \_\_\_\_\_ nature has credited him with 13,288 test runs and 10,889 one day international runs. Although he started with being a good test player, he showed \_\_\_\_\_ and adjusted himself to the shorter version of the game. Let's join hands to welcome the pride and delight of Indore, Rahul Dravid.

3.

|        |               |             |                |                |
|--------|---------------|-------------|----------------|----------------|
| global | compassionate | considerate | philanthropist | responsibility |
|--------|---------------|-------------|----------------|----------------|

As an engineer, one has to have a sense of \_\_\_\_\_ towards the society. We need to give back to the people at large what we have attained from them. Showing such \_\_\_\_\_ behavior has been Azim Hasham Premji who has guided Wipro through four decades of diversification and growth to finally emerge as one of the \_\_\_\_\_ leaders in the software industry. He is also referred to as the Czar of the Indian IT industry. He is also a \_\_\_\_\_ having pledged to donate at least half of his wealth to "Giving pledge foundation".

Being \_\_\_\_\_ towards the educational needs of children in our country, Azim Premji donated 15000 crores to Azim Hasham foundation for Education in India.

#### **Q 4.5 MCQs on adjectives**

1. Which word is closest in meaning to "polite"?

- A. charming
- B. sincere
- C. courteous
- D. Hungry

2. Which word is closest in meaning to "hard-working"?

- A. pro-active
- B. resourceful
- C. diligent
- D. extra ordinary

3. Which word is closest in meaning to "funny"?

- A. humorous
- B. convivial
- C. plucky
- D. sarcastic

4. Which word is closest in meaning to "sociable"?

- A. amusing
- B. gregarious
- C. diplomatic

D.Insipid

5. If you consider the needs or feelings of others, you're a \_\_\_\_\_ person.

A.reserved

B.considerate

C.faithful

D.harmonious

6. If you have a relaxed attitude and don't worry too much, you're \_\_\_\_\_ .

A.easygoing

B.versatile

C.patient

D.tense

7. If you express strong feelings or beliefs about something, you're \_\_\_\_\_ about it.

A.passionate

B.romantic

C.compassionate

D.flamboyant

8. If you often feel sympathy for people or animals that are suffering, you're a \_\_\_\_\_ person.

A.passionate

B.romantic

C.compassionate

D.disgusting

9. Which word is closest in meaning to "sensible"?



- A.sensitive
- B.rational
- C.reliable
- D.outrageous

10. If you don't depend on other people or need much support, you're an \_\_\_\_\_ person.

- A.adventurous
- B.energetic
- C.independent
- D.obnoxious

#### Q4.6 A Pronuncaitaion

##### 1. Which letter is silent in the word CLIMB

- A. c
- B. l
- C. i
- D. m
- E. b

##### 2. Which word starts with a silent K

- A. kidney
- B. kind
- C. know
- D. kitchen

##### 3. Which group of words has different sounds of the letter C

- A. center, coin, chair
- B. back, car, music
- C. scene, cinema, city
- D. chain, much, match

**4. Complete: The teacher probably asked for \_\_\_\_\_ during his lesson**

- A. quit
- B. quite
- C. quiet
- D. none of the above

**5. 'raiz' is the phonetic transcription of**

- A. Rise
- B. Rice
- C. Raise
- D. risk

**6. The letter 'o' in the word, 'about' is pronounced like letter, 'o' in the word:**

- A. go
- B. boy
- C. got
- D. now

**7. Choose the group of words which does not use the K sound for the letter C.**

- A. cube, culture, scull
- B. faculty, abacus, acumen
- C. cusp, focus, sculpture
- D. veracity, cinema, placid

**8. Choose the group of words which does not use the K sound for the letter C.**

- A. attic, cynic, pathetic
- B. associate, society, recipe
- C. panic, tragic, magic
- D. Prolific, antibiotic, artistic

**9. Choose the group which uses neither the K sound nor the S sound for the letter C.**

- A. church, arch, porch
- B. architect, crack, science
- C. vociferous, cataclysm, back
- D. coniferous, chord, chronic

**10. Choose the group of words which does not use the S sound for the letter C.**

- A. common, cover, counter
- B. cease, cement, cede
- C. cess, peace, space
- D. receive, recede, recess

**11. Choose the group of words which uses the hard G sound, as in GIRL.**

- A. argue, guerilla, gum
- B. figure, vague, gutter
- C. hangup, languish, guilty
- D. All the above

**12. Choose the group of words which does not use the soft G sound as in GERM.**

- A. gamut, gallow, elegance
- B. allege, bridge, edge
- C. mirage, genocide, gene
- D. germs, geometry, ledger

#### **Q 4.6 MCQs on stress**

Find out which syllable is stressed in the following words?

1. Adaptable

A. A-daptable

B. a-DAPT-able

C. adapt-A-ble

D. adapta-BLE

2. Affectionate

A. AF-fectionate

B. af-FEC-tionate

C. affec-TION-ate

D. affection-ATE

3. Ambitious

A. AM-bitious

B. am-BI-tious

C. ambi-TIOUS

4. Amiable

A. A-miable

B. a-MI-able

C. ami-A-ble

D. amia-BLE

5. Compassionate

A. COM-passionate

B. com-PAS-sionate

C. compas-SION-ate

d. compassion-ATE

6.Considerate

A.CON-siderate

B.con-SID-derate

C.consider-ER-ate

D.consider-ATE

7.Courteous

a.COUR-teous

B.cour-TE-ous

C.courte-OUS

8.Empathetic

A.EM-pathetic

B.em-PA-thetic

C.empa-THET-ic

D.empathet-IC

9.Gregarious

A.GRE-garious

B.gre-GA-rious

C.grega-RI-ous

D.gregari-OUS

10.Dilligent

A.DIL-ligent

B.dil-LI-gent

C.dilli-GENT

**Q 4.7 Instructions: Which syllable is stressed in the following words:**

Q1 - Photographer

A.Ist syllable

B.IInd syllable

C.IIIrd syllable

D.IVth syllable

Q2 - Electricity

A.Ist syllable

B.IInd syllable

C.IIIrd syllable

D.IVth syllable

Q3 - America

A.Ist syllable

B.IInd syllable

C.IIIrd syllable

D.IVth syllable

Q4 - Illuminate

A.Ist syllable

- B.IInd syllable
- C.IIIrd syllable
- D.IVth syllable

Q5 - Organise

- A.Ist syllable
- B.IInd syllable
- C.IIIrd syllable

Q6 - Practice

- A.Ist syllable
- B.IInd syllable

Q7 - Innocent

- A.Ist syllable
- B.IInd syllable
- C.IIIrd syllable

Q8 - Pandemonium

- A.Ist syllable
- B.IInd syllable
- C.IIIrd syllable
- D.IVth syllable
- E.Vth syllable

Q9 - Persuasion

- A. Ist syllable
- B. IInd syllable
- C. IIIrd syllable

Q10 - Objective

- 1 A. Ist syllable
- B. IInd syllable
- C. IIIrd syllable

Q 4.9 MCQs on Intonation

1. What is Intonation?

- A. Syllables and stress
- B. The beat of a language.
- C. The individual sound of a language.
- D. The melody of a language.

2. When do we use rising intonation?

- A. Finished giving information.
- B. Yes/No questions
- C. Wh- questions
- D. Information you are certain about

3. Choose the correct intonation:

"He lives in Norway."

- A. Rising



B.Falling

4. Choose the correct intonation

Where do you live?

A. Rising

B.Falling

C.Rising Falling

5. Choose the correct intonation

Do your Assignment

A. Rising

B.Falling

C.Rising Falling

6. Choose the correct intonation

The moon goes round the earth,doesn't it?

A. Rising

B.Falling

C.Rising Falling

7. Choose the correct intonation

Are you afraid of the ghosts?

A. Rising

B. Falling

C. Rising Falling

8. Choose the correct intonation

Would you like full cream or light milk?

A. Rising

B. Falling

C. Rising Falling

9. Choose the correct intonation

That's not what you wanted, was it?

A. Rising

B. Falling

C. Rising Falling

10. Choose the correct intonation

It shouldn't look like that, should it?

Match the sentence above with the correct intonation patterns?

Falling intonation

Rise fall intonation

Fall rise intonation

Rise intonation

11. Choose the correct intonation

It's hot in here, isn't it?

A. Rising

B. Falling

12. It's the first on the left, isn't it?

A. Rising

B. Falling

13. Which of the sentences/phrases below shows the rise-fall intonation?

A. It can be true

B. Red, yellow, green and blue

C. It won't hurt

D. All of them

14. "He isn't flying to Paris tomorrow. His brother is."

Which sentence conveys meaning of the line stated above?

A. He isn't flying to Paris tomorrow.

B.He isn't flying to Paris tomorrow.

C.He isn't flying to Paris tomorrow.

D.He isn't flying to Paris tomorrow.

15.You'll get it right.

What is the function of the sentence above?

To express disappointment

To seek confirmation

To encourage

To list

### **Descriptive questions on presenting Ideas**

Q1.Promote your start-up idea to an angel investor.

Hint: You can choose any product or service and talk about its features using appropriate adjectives.

Q2.Make an elevator pitch about your new car design to the research head of Maruti Suzuki.

Hint: An elevator pitch is a short message that conveys your idea in a complete manner and lures the listener into going further with your deal.

Q3.You have done a research on using bio fuels for generation of electricity.Present your idea in the form of a short paragraph.Make appropriate use of adjectives.

Or

You can also talk about any other research that you have done or are interested in doing.

### **Descriptive questions on introductory speech**

Q1.Sachin Tendulkar is coming to your campus to have a gala time with you people and also to give the commencement speech to the batch of 2022.Prepare an introductory speech for the master blaster.

You can take help of the following words:(you can also use your own adjectives)

Swashbuckling ,midas touch,humble,down to earth,ambitious

Q2.The Prime minister of the kingdom of Bhutan, Lotay Tshering is coming to LPU for throwing light on the revolutionary idea of Gross National Happiness(GNP instead of GDP) and sustainable development.Make an introductory speech for him.

Q3.The ex president of the United States,Barack Obama is coming to India for a charity program organized by LPU for the children of the villages of Chaheru and Maheru near LPU broadcasted live on NDTV.

Introduce the great stalwart to the citizens of this country.

### **Descriptive questions with pictures on presenting ideas**

#### **Q1.Describe the device below with all its qualities and functionalities.**



Q2.Describe the product shown below with all its specifications:



Q3. Describe the object shown below with all its specifications and attributes.



## Unit-V

**Q5.1. Read the paragraph and fill in the missing words.**

Word list: opinion, shin, rust, accomplish, respond, introduce, demonstrate silent, stroll, assist

Some of my friends and I decided to volunteer at a nursing home once a month. We walked into the home to \_\_\_\_\_ ourselves to the staff, who would then \_\_\_\_\_ what activities we would be helping with. We would be able to \_\_\_\_\_ the residents as they took a nice \_\_\_\_\_ around the outside of the building. They might want to talk, or stay \_\_\_\_\_. We could listen to their stories and \_\_\_\_\_, even if we don't agree with their

\_\_\_\_\_. We could help clean \_\_\_\_\_ off of the water spouts. There was so much to do! I knew we could \_\_\_\_\_ a lot while we were there. I decided to start outside, since the weather was beautiful. I was skipping along the building, when I accidentally hit my \_\_\_\_\_ on one of the water spouts I was going to clean off. Luckily, it didn't hurt or dampen my helping spirit!

**Q5.2 Directions: Read the following paragraph. Look for the important parts of a paragraph (main idea, topic sentence, details).**

Music by Jessenia Corpus

I like playing the violin. I want to play the piano. I also want to play the drums. It takes a lot of time and practice to learn to play a new instrument.

1. What is the main idea of this paragraph? \_\_\_\_\_
2. Write the topic sentence? \_\_\_\_\_
3. Add two more details \_\_\_\_\_, \_\_\_\_\_

**Q5.3 Read the following and answer the questions**

My older brother Tony, Helps me with my homework ,sticks up for me, lets me go places with him and his friends

Topic Sentence: \_\_\_\_\_

Main Idea \_\_\_\_\_

Paragraph \_\_\_\_\_

**Q 5.4 Look at the supporting sentences in the following short paragraphs and write the best topic sentence**

a) \_\_\_\_\_ Mine is ten years old, and it is always breaking down when I need it. It costs a lot of money for repairs each year. Also, the heater doesn't work any more, so it is cold in the winter. I really wish I could change it.

b) \_\_\_\_\_ The furniture is very old and dirty. The rooms are not clean. There is no heating in them. Worst of all, it takes me two hours to get there. I wish I had gone to a different hotel.

**Q5.2. Draft a paragraph in about 80-100 words by filling the gaps in the following:**

a) Learning English is very difficult. Firstly, \_\_\_\_\_.  
 \_\_\_\_\_. In addition, \_\_\_\_\_.  
 \_\_\_\_\_. Also, \_\_\_\_\_.  
 \_\_\_\_\_. Finally, \_\_\_\_\_.  
 \_\_\_\_\_. I think it will take a long time to learn English well.

b) I hate my job. For one thing, \_\_\_\_\_.  
 \_\_\_\_\_. Another thing is that \_\_\_\_\_.  
 \_\_\_\_\_. Also, \_\_\_\_\_.  
 \_\_\_\_\_. However, the worst thing is that \_\_\_\_\_.  
 \_\_\_\_\_. I think it's time to look for a new job

**Q5.3. Write a paragraph on the following using the given beginning**

**The Best Place To Live**

If an extraterrestrial were to land on Earth, it would have its choice of over 190 countries in which to live. It would be a difficult decision, but one country is certainly a better choice than most of the others. \_\_\_\_\_  
 \_\_\_\_\_

**Q5.6. Fill in the blanks using suitable collocations from the given box:**

|           |      |    |    |        |      |      |      |      |     |
|-----------|------|----|----|--------|------|------|------|------|-----|
| Expecting | take | do | go | causes | made | took | make | keep | pay |
|-----------|------|----|----|--------|------|------|------|------|-----|



- 1 The meeting took almost five hours so it was impossible to \_\_\_\_\_ attention all the time.
- 2 The problem is difficult to \_\_\_\_\_ under control.
- 3 It took us all day to clean up the office after the burglary – the thieves \_\_\_\_\_ a terrible mess.
- 4 I don't think we should \_\_\_\_\_ a decision yet; we should wait.
- 5 Only 31% of the students who \_\_\_\_\_ the final exam passed it.
- 6 I think we should look for a new supplier – the one we have at the moment \_\_\_\_\_ us too many problems.
- 7 Could you \_\_\_\_\_ me a favour and post these letters on your way home?
- 8 I've told him ten times that he's got the wrong telephone number. I'll \_\_\_\_\_ crazy if they call again.
- 9 The company offers its employees free language training but not many people \_\_\_\_\_ advantage of it.
- 10 Our personnel assistant is leaving next month - she's \_\_\_\_\_ a baby

**Q5.7 Choose which one of the following verbs (Miss, Get, Do and Make) goes well with the expressions below:**

- |                         |                      |
|-------------------------|----------------------|
| a) _____ a goal         | b) _____ peace       |
| c) _____ lost           | d) _____ a home      |
| e) _____ an appointment | f) _____ a lesson    |
| g) _____ homework       | h) _____ the cooking |
| i) _____ ready          | j) _____ progress    |
| k) _____ someone's help | l) _____ nothing     |

- m) \_\_\_\_\_ an effort                      n) \_\_\_\_\_ one's best
- o) \_\_\_\_\_ furniture                      p) \_\_\_\_\_ the shopping
- q) \_\_\_\_\_ trouble                      r) \_\_\_\_\_ someone a favour

### Choose the correct collocation:

1. He \_\_\_\_\_ laughter when he realised his mistake.  
Exploded in              b. broke in              c. burst into              d. broke into
2. He assured me he was \_\_\_\_\_ sure where the house was.  
A bit              b. rather              c. very              d. quite
3. We didn't arrange to meet. It was \_\_\_\_\_ co-incidence that I saw him.  
clear              b. pure              c. clean              d. great
- 4 Please! I'm trying to work here. Don't \_\_\_\_\_ my time with stupid questions!  
waste              b. lose              c. abuse              d. break
- 5 He had to go to the hospital because it was a very \_\_\_\_\_ cut.  
hard              b. heavy              c. deep              d. wide
- 6 Our neighbour is a very \_\_\_\_\_ smoker - 2 packets a day.  
ahard              b. tough              c. heavy              d. strong
- 7 We managed to get up the steep hill only because our car is very \_\_\_\_\_.  
A hard              b. powerful              c. strong              d. aggressive
- 8 I don't know him that well. He's only a \_\_\_\_\_ acquaintance.  
A loose              b. casual              c. weak              d. poor
- 9 I'm an honest and \_\_\_\_\_ citizen.  
A law              b. lawful              c. law-abiding              d. law watching
- 10 Do you know where we are? If you ask me, we are \_\_\_\_\_ lost.  
A Very              b. rather              c. totally              d. absolutely

### Q5.8. Draft a Power point presentation on the following topics:

- Online Banking
- The need of mentorship programs
- Blogging and its merits
- Recycling and its importance
- Role of technology in education
- Is Volunteering good for society?
- Quality of work life
- Natural resources
- Smart Cities
- Social network- A second life

## Unit-VI

### Q6.1. Multiple choice questions based on Telephone etiquette:

#### **MCQs on telephone Etiquettes**

1. Why are telephone greetings so important?

A. It is the first impression

B. It shows that you are happy

C. It shows that you are polite

2. What is important about your voice?

- A.The volume
- B.The speed
- C.The tone
- D.All of the above

3.When putting a caller on hold, what do you need to say or ask?

- A.Ask if it is ok to put the caller on hold
- B."Would you like to be put on hold?"
- C."I apologise for the inconvenience"

4.Who should end the phone call first?

- A.The person who answered
- B.The person who called
- C.It doesn't matter

5.You are having a conversation with your colleague and the phone rings. What do you do?

- A.Get the caller's phone number and call him / her back.
- B.Tell your colleague to wait.
- C.Answer the phone and put the caller on hold

6.The way the message will travel between sender and receiver

- A.Channel of Communication
- B.Assurance

C.Reliability

D.Different ideas

7.Your ability to help the caller

A.request permission

B.Sender

C.Tangibles

D.responsiveness

8.What surrounds the communication process

A.Etiquette

B.Sender

C.telephone Etiquette

D.Physical environment

9.Indicates that the message has been heard and understood

A.Feedback

B.Telephone Etiquette

C.Different areas

D.Identifies the organisation

10.Greeting-Identification -and solicitation

A.Physical environment

B.elements of an effective greeting

C.Request permission

D.Sender

11. Defined as the practices and forms prescribed by convention or by authority.

A.request permission

B.Taking a message

C.Etiquette

D.Feedback

12. You deliver what you promised

A. reliability

B.Sender

C.Taking a message

D.Feedback

13. Your ability to show you care

A.Controlling the conversation

B.Receiver

c.Tangibles

D.Empathy

14. Your ability to convey knowledge and courtesy

A.Controlling the conversation

B.Receiver

C.Channel of communication

## D.Assurance

15.What should you do at a meeting?

A.Turn off your telephone

B.Use silent or vibrate mode

C.Keep your phone on

16.Which of the following is a part of telephone etiquette?

A.Take the call without disruption

B.Never chew gum, eat or drink while you're on call

C.Always have something available to write

D.All of these

17.Which one is the correct way to greet a caller?

A.Hi this is Mr. Jones.

B.Dr. Smith's office, this is Rachel. How may I help you?

C.Ms. Williams speaking, what do you need?

D.They are all acceptable.

18. In the unlikely event that you reach a receptionist or secretary when making a business call (instead of voice mail of the person you are calling), how should you address the call taker?

- a. Ask for the person you're calling for
- b. Ask for your party's extension without offering any other information
- c. Ask for the person you're calling for, state your name and purpose for calling
- d. Ask for the person you're calling for, and state your name

19. You should never take a business call at lunch even if co-workers lunching with you don't mind.

- a. True
- b. False

20. What does not need to be a consideration before you make a phone call?

- a. Who you are calling
- b. The purpose of your call
- c. The best time to call
- d. A brief joke to break the ice

21. It is said you should make business calls during the time of day most people are freshest to receive them. When is this?

- a. 8 a.m. to 10 a.m.
- b. 10 a.m. to noon
- c. 1 to 3 p.m.



d.3 to 5 p.m.

22.If your business call to someone will be unexpected, what should you do?

- a.Tell them the purpose of your call then ask them to call you back at their convenience
- b.Leave a message on voice mail or with a receptionist and tell them to call at their convenience
- c.Email them and ask what a good time for calling would be
- d.Call them, but first ask if they have time, before proceeding with the call

23.Why should you keep a pad and pen near the phone for use during business calls?

- a.To jot down things your party says so you remember them and to jot down ideas to suggest to your party.
- b.To jot down notes about other things you need to do
- c.To draw something beautiful.
- d.To help script your call so you don't forget anything

24.Why should you generally not answer your business phone on the first ring?

- a.It's rude
- b.You don't look busy enough
- c.You should let the phone ring through to your voice mail so you can talk at a time of your choosing
- d.It can catch the caller off-guard

**Q6.2. Read the following conversation for reservation and fill in the blanks accordingly:**

|        |           |        |         |           |
|--------|-----------|--------|---------|-----------|
| Listed | Vacancies | prefer | advance | available |
|--------|-----------|--------|---------|-----------|

**Receptionist:** Good morning. Welcome to The Grand Woodward Hotel.

**Client:** Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any\_\_\_\_\_?

**R:** Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

**C:** The 24th.

**R:** How long will you be staying?

**C:** I'll be staying for two nights.

**R:** How many people is the reservation for?

**C:** There will be two of us.

**R:** And would you like a room with twin beds or a double bed?

**C:** A double bed, please.

**R:** Great. And would you \_\_\_\_\_ to have a room with a view of the ocean?

**C:** If that type of room is\_\_\_\_\_, I would love to have an ocean view. What's the rate for the room?

**R:** Your room is four thousand rupees per night. Now what name will the reservation be \_\_\_\_\_under?

**C:** Raju Rastogi

**R:Great. Now you need to make an \_\_\_\_\_payment of Rs 2000 to our account %%%%.**

**C:I will do that.**

**R:**Alright, Mr Rastogi, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.

**C:** Great, thank you so much.

**R:** My pleasure. We'll see you in September, Mr Rastogi. Have a nice day.

**Q6.3**The reservation official of Hotel Presidency is talking over phone to a guest regarding a possible room reservation.But unfortunately the hotel is fully occupied and no room is available.Carefully look at their dialogues and fill in the blanks using appropriate words from the list:

|           |           |           |        |         |
|-----------|-----------|-----------|--------|---------|
| Mid-range | Expensive | guarantee | favour | urgency |
|-----------|-----------|-----------|--------|---------|

Hotel receptionist: Good evening. Hotel Presidency (Name of the hotel), reception. How can I help you?

Guest: Good Evening I am Farhan Qureshi. I urgently need a single room for 1st January.

Reservation Officer: I can understand your \_\_\_\_\_ Sir but I am very sorry. We don't have any single room vacant at that moment. In fact, our all single rooms are occupied for next 5 days. But yes we can provide you our suit rooms. Will that be OK?

Guest: No sorry. Suit rooms will be too \_\_\_\_\_ for me. Can you do me a \_\_\_\_\_ then?

Reservation officer: Sure Sir. Please tell me how can we help you.

Guest: Can you give me name and phone number of a \_\_\_\_\_ hotel where I may get single room on that day?

Reservation Officer: Sure Sir. Hold on for few seconds. (After few seconds). Please note the number. It is Hotel Minerva. It is an affordable hotel. Their number is 123456789. I can't \_\_\_\_\_ you but I hope you will get a single room there.

Guest: This is so kind of you. Thank you very much.

Reservation Officer: It's my pleasure Sir. Thanks for calling. Have a nice day.

**Q6.4 Hotel front office dialogue. Read the conversation and fill in the blanks from the list of words given below:**

|              |        |       |       |             |
|--------------|--------|-------|-------|-------------|
| Registration | Porter | Xerox | suite | formalities |
|--------------|--------|-------|-------|-------------|

Receptionist: Good afternoon, Sir. How can I help you?

Guest: I have a reservation for a \_\_\_\_\_ room for three nights.

Receptionist: May I have your name, Sir?

Guest: I am Ranchod Das from Shimla.

Receptionist: Yes Sir. We have your details. You are Ranchod Das of ABM Corporation from Shimla. Welcome to Trident hotel. You booked a room for 3 nights from 12<sup>th</sup> December. Am I right sir?

Guest: Yes .Absolutely.

Receptionist: So, here is your \_\_\_\_\_ card, but you don't need to fill up everything. We will do that for you. Could you please sign here at the bottom?

Guest: Sure. Why not? Is that all I need to do? Or there are more \_\_\_\_\_?

Receptionist: Well, Sir. We will need your ID proof. We will \_\_\_\_\_ it and return you right now. I hope you would not mind.

Guest: Not at all. Here it is.

Receptionist: Thank you very much, Sir. Your room number is 905. It is on the 9<sup>th</sup> floor. The \_\_\_\_\_ will take your luggage and show you the way. Wish you will enjoy staying with us.

Guest: I do hope so. Thanks. Bye

#### Q6.5. Fill in the gaps with given hints

|        |    |      |     |             |             |
|--------|----|------|-----|-------------|-------------|
| Monday | at | week | get | I am coming | the evening |
|--------|----|------|-----|-------------|-------------|

Dear Nadia,

\_\_\_\_\_ to the 'Teaching for Change' conference next \_\_\_\_\_. I'm glad you are going, too. I'm

arriving on \_\_\_\_\_ afternoon. I'll text you when I \_\_\_\_\_ to the hotel. Perhaps we can meet in \_\_\_\_\_. Are you free to go out for a meal \_\_\_\_\_ about 7:30?

Hope to see you soon.

Lisa

#### Q6.6 Descriptive questions on making reservation and arrangements

Q1. Your club AEC is going to organize an online webinar on the topic “Uncertainty in the Times of Covid 19”. Frame a conversation with the president of your club planning the event and discussing the formalities required to be done.

Hint: The path of discussion can go like: Choosing the online platform –creating a digital posture-marketing on social platforms-taking necessary permissions from department etc.

Q2. You have booked a hotel but when you reach the hotel on the designated day, the reservation officer at the hotel tells you that there was no such reservation for that particular day but it was for the subsequent days. Frame a conversation with the Reservation officer of the hotel and depict how you got out of that imbroglio.

Hint: An imbroglio is a confused or embarrassing situation.

Q3. Frame a conversation with your friend planning for a movie followed by a dinner this Saturday.

### **Telephonic dialogue conversations**

Q6.7 Read the dialogue between two friends given below and fill in the blanks using appropriate words from the following list:

|          |           |              |               |          |
|----------|-----------|--------------|---------------|----------|
| Spending | attending | connectivity | communication | brush up |
|----------|-----------|--------------|---------------|----------|

Viraj: Hi Rohit

Rohit: Hi!! How are You?

V: I am fine. What about you?

R: I am good too..

V: So tell me, how are you \_\_\_\_\_ your time in the lockdown.

R: Nothing much. I am attending some online classes but there are internet \_\_\_\_\_ issues.

V: Same here. So are you doing anything to \_\_\_\_\_ your skills?

R: Yes I am \_\_\_\_\_ webinars on latest topics and also reading novels to improve my vocabulary and \_\_\_\_\_ skills.

V: That's great. I have done an online course on VLSI design and I wish to further do a course on Ansys.

R: It's really good that we are making the perfect use of these distressing times.

V: Yes. And I also hope that once the pandemic gets over, we come out stronger than before.

R: Truly said. Ok. Take care and Have a nice day

V: You too. Bye!!!

Q6.8. Telephone conversation between a lady and her local sports store. Read the conversation and fill in the blanks using the below mentioned words:

|          |         |           |            |          |
|----------|---------|-----------|------------|----------|
| Warranty | Console | expensive | technician | Repaired |
|----------|---------|-----------|------------|----------|

Nancy: Thank you for calling Sports Centre. May I help you?

Lisa: I bought an exercise bike from your store last year, and I am having problems with it. I need to have it repaired.

Nancy: Let me connect you to the Service department. One moment please.

Karen: Service department, this is Karen. How can I help you?

Lisa: I bought an exercise bike from Sports Centre last year and it needs to be \_\_\_\_\_.

Karen: What seems to be the problem?

Lisa: I am not very sure, but I think there is a problem with the bike's computer \_\_\_\_\_ because the LCD screen does not display the different features.

Karen: Nothing was on when you pushed the Start button?

Lisa: No, nothing.

Karen: What is your bike model?

Lisa: It is a 126 Upright Ford Bike.

Karen: I can send a \_\_\_\_\_ out to take a look at your bike. It will cost \$75 for labour. Also, if we have to replace any parts, that will be extra.

Lisa: That is \_\_\_\_\_. Isn't the repair cost covered by warranty?

Karen: When exactly did you purchase your bike?

Lisa: About fifteen months ago.

Karen: I am sorry. The standard \_\_\_\_\_ only covers a year. Did you buy extra warranty coverage at the time of purchase?

Lisa: No, I did not. Are there any other options besides paying \$75.00 for repair labour?

Karen: No, I am afraid not.

Lisa: I guess I just have to pay for the repair. When can you send a technician?

Karen: I have next Thursday November the twenty third at 2:00PM available. Otherwise, the next date has to be December the eighth at 10:00AM.

Lisa: I take this coming Thursday. Will you send out a reminder?

Karen: Somebody will give you a call the evening before to confirm the appointment.

Lisa: Thank you

Q6.9. Read the conversation and fill in the blanks using words from the below mentioned list:

|     |     |       |          |         |          |         |
|-----|-----|-------|----------|---------|----------|---------|
| may | out | reach | 438-3498 | regards | personal | returns |
|-----|-----|-------|----------|---------|----------|---------|

Secretary: Good morning, ABC Company, how (1)\_\_\_\_\_ I help you?

Mr. Thomas: Hello, this is Bill Thomas. May I speak with Ms. Tanaka, please.

Secretary: I'm sorry, she is (2)\_\_\_\_\_ - of the office right now. May I take a message?

Mr. Thomas: Yes please. This is Anthony Thomas.

Secretary: And how can he (3)\_\_\_\_\_ you, Mr. Thomas?

Mr. Thomas: At 438-3498.

Secretary: Was that (4)\_\_\_\_\_?

Mr. Thomas: Yes, that's right.

Secretary: And may I tell him what this in (5)\_\_\_\_\_ to?

Mr. Thomas: Well, it a rather (6) \_\_\_\_\_ matter.

Secretary: Okay. I will give him the message as soon as he (7)\_\_\_\_\_.

**Q6.10MCQs on Letter writing**

1.If you are writing a job application letter but you haven't been given a named contact, how do you sign off the letter?

- A.Cheers
- B.Yours faithfully
- C.Yours Sincerely
- D.Yours friendly

2.If you were writing a letter to the housing department to log a repair,how would you begin your letter?

- A.Dear Fred
- B.Hi
- C.Dear Sir/Madam
- D.Hello

3. The main point is written in which part of a formal letter?

- A.Post script.
- B.Closing.
- C.Opening.
- D.Body.

4. How would you address the recipient of an informal letter?

- A.Dear Mr.
- B.My dear.
- C.Dear Sir/Madam.



D.Hello Sir/Madam.

5.How do you end the main body of a formal letter?

A.By telling the recipient what he should be doing next.

B.By talking about the weather in your city.

C.By talking about the weather in the recipient's city.

D.By expressing your love for the recipient.

6.What would you say in the opening part of a formal letter?

A.Ask how good the weather is in the recipient's city.

B.Talk about how good the weather is in your city.

C.Ask the recipient if he is hale and hearty.

D.Inform the recipient why you are writing the letter.

7.In order to have the desired effect on the recipient what should a formal letter be?

A.In the proper format.

B.To the point and relevant.

C.Grammatically correct.

D.All the above.

8..Which of these is a correct formal letter introduction?

A.Hello John

B.Hello Mr. Jones

C.Dear Mr. Jones

D.Alright Mate

9.Where should you write the date on your letter?

A.Under your address

B.Above your address

C.Under the recipient's address

D.Above the recipient's address

10.When writing your letter on a computer, how should you align your text?

A.Left

B.Right

C.Centre

D..Justified (spread out to fit the whole line)

11.What is the part of the letter that includes the address and date at the top?

A.Greeting

B.Heading

C.Body

D.Closing

12.For a business letter a great lead would be " Hello, my name is\_\_\_\_\_ and I want to tell you."

A.True

B.False

13.What is the purpose of this prompt: You really want to go on a field trip. Write a letter to your teacher and persuade her to organize a fun field trip.

A.Inform

B.Persuade

C.Entertain

D.Enumerate

14.Which of these salutations is correct?

Dear Mrs Angela Badger

Dear Mrs. Angela Badger

Dear Mrs angela badger

Dear Mrs Angela Badger

**Q6.11.Read the letter below about a student enquiring about the CAT classes and fill in the blanks using appropriate words from the list :**

|          |             |        |           |           |
|----------|-------------|--------|-----------|-----------|
| Duration | Appreciated | enroll | Available | Procedure |
|----------|-------------|--------|-----------|-----------|

16 Ring Road

Nagpur – 01

November 30, 2020

The Director

ABC Classes

35 Patel Street

Delhi – 18

Dear Sir,

Sub.: Enquiry about CAT Coaching Classes.

This is with reference to your advertisement in the ‘The Times of India’ for CAT Coaching classes. I have passed the B.Sc. degree examination with Statistics as the main subject. I am keen on joining your institute for the coaching classes.

Kindly let me know about the \_\_\_\_\_ of applying for the qualifying test and its date. I would also like to know the \_\_\_\_\_ of the coaching programme, the duration and the number of classes per week along with the \_\_\_\_\_ mode of classes. Information about the fees payable and the study materials is highly \_\_\_\_\_. Could you please send me a copy of your prospectus?

I would like to \_\_\_\_\_ as soon as possible. Your early response will enable me to decide fast.

Thanking you.

Yours faithfully

Narsimah Rao

**Q6.12. Read the letter below regarding a complaint for poor connectivity issues and fill in the blanks using appropriate words from the list:**

|            |         |         |          |            |              |           |
|------------|---------|---------|----------|------------|--------------|-----------|
| technology | urgency | content | resolved | aggravated | professional | necessity |
|------------|---------|---------|----------|------------|--------------|-----------|

Narendra Naidu

Ashok Villas

Jalandhar

July 15,2020

The Circle officer

Airtel

Nariman point,Mumbai

Sub: Regarding poor connectivity

We have entered an era of \_\_\_\_\_ and communication where mobile has taken the place of basic \_\_\_\_\_ in our life. I have been using this phone service for 5 years and I was very \_\_\_\_\_ with the quality. But I have never faced this problem before. My line is very bad, and I can hardly hear the person on the other side. This not only creates frustration for me, but it also disturbs the other person. A mobile phone is very important in this day and age. I expect calls from my family and friends frequently and not being able to speak to them properly breaks my heart.

Besides this, I use mobile for work purpose as well. I work from home and attend classes from my phone. The bad line was one of the issues but recently, the line not working at all has further \_\_\_\_\_ the matter. This poor service is reflecting badly on my personal as well as \_\_\_\_\_ life. I have been coming personally to place a complaint and no action has been taken yet.

I am writing this letter as a matter of \_\_\_\_\_ and I would be very thankful if my complaint gets proceeded and my issue is \_\_\_\_\_ in no time. I expect better service in the future for the price that I pay. I am looking forward to hearing back from the respected authorities as soon as possible.

Yours faithfully

Narender Naidu

Student,LPU

**Q6.13. Read the letter regarding requesting for a meeting and fill in the blanks using appropriate words from the list mentioned below:**

|   |
|---|
| preferably representative business proposition beneficial |
|---|

John Mark

125 Kimberley Road

Los Angeles, California 5022

June 20, 2020

William Ward

Director of Sales

CISCO, AZ 5004

Dear Mr. William Ward,

I am the customer service \_\_\_\_\_ at CISCO, and I met you at the Technology Conference last week. I will be in Los Angeles from July 1st to July 11th and would like to have a meeting with you on any of those days. I understand you are a busy person, so I will take only 40 minutes of your time, \_\_\_\_\_ between 8:00 a.m. and 3:00 p.m. I have a \_\_\_\_\_ idea that will be \_\_\_\_\_ for both of us and I would like to discuss with you. I am

requesting you to give me a chance to present this\_\_\_\_\_ in any of those days. I will contact you in a few days to discuss more on this matter.

Yours Sincerely,

John Mark

#### **Q6.14 Descriptive questions on letter writing**

Q1. Write a letter to M/s. Oxford Publishing House, London complaining that the books sent by them were not those you had ordered for. Ask for replacement. You are Varun Joshi, Sector-20, Chandigarh.

Q2. You are Sanjeet of 122, Arjun Nagar, New Delhi. A number of scooters and cars are parked in your locality without any order, causing blockage of the streets. Write a letter to the local Secretary of the Resident's Association complaining against this problem.

Q3 Write a letter to the editor of a local daily complaining against the school-bus drivers for rash-driving and overcrowding of buses causing risk to the lives of innocent school children. You are Dipti/ Deepak, C-4C Janakpuri, New Delhi.

Q4. Write a letter to the Mayor of your city seeking a solution to the problem of water logging in your area. You are Raj / Rani of Dharma Colony, Ramgarh.

Q5. Write a letter to the Manager, Furniture World, Chennai, complaining about the poor quality of office furniture you recently purchased from them. Give details of the nature of complaint, date of purchase, details of an invoice, etc. and seek immediate repair/ replacement. You are Mr. S.Reddy, Incharge of office supplies, ISRO.